



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Shawnee Telephone Company**  
**for quarter ending June 30, 2015**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.40	0.40	0.40	0.40
B. Operator Answer Time - Information [730.510(a)(1)]	1.10	1.20	1.00	1.10
C. Repair Office Answer Time [730.510(b)(1)]	1.45	1.63	1.63	1.57
D. Business or Customer Service Answer Time [730.510(b)(1)]	1.45	1.63	1.63	1.57
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.54	1.63	1.68	1.95
H. Percent Repeat Trouble Reports [730.545(c)]	3.33%	5.17%	5.00%	4.33%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	14.29%	5.56%	6.90%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Shawnee Telephone Company  
for quarter ending June 30, 2015**